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RENTERS IN HAMILTON

A Survey For The Hamilton-Wentworth
Renters' Network

PROJECT RENT: August 1983

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Goals and Objectives of this Study

Goals

The general goal of this study is twofold. One, we intend to establish what the needs are of the Hamilton rental community with regard to community information programs and legal education. Second, we hope to provide a data base that will assist the Hamilton-Wentworth Renters' Network to establish itself, as well as assist in the determination of target groups for the Network's outreach programs, both of which inter-relate.

Objectives

The objectives we will be following in order to attain our goals, in the context of the survey itself, will be as follows:

- 1) To discover attitudes towards tenant organizing and collective action.

A series of questions will be asked to determine whether tenants have positive or negative dispositions to organizing, or joining tenant groups, particularly from the point of view of specified constituencies.

The purpose of this objective is to provide the Renters' Network with a general understanding of peoples' willingness to accept them as an organizing force. Tendencies of particular groups to look on tenants' organizations, negatively or otherwise, will certainly have a bearing on the form and thrust of future outreach programs.

- 2) To determine what resources are used by tenants in serving their needs as described for the purpose of this study.

To establish this objective we will pose two types of questions. The first will focus on the resources a tenant would use if he had a landlord oriented problem. The second will address the question of what types of information or education programs tenants perceive to be useful

to them.

The approach outlined here is meant to augment extensive writings on the subject of public education and information programs in general, that presently exist.

- 3) To provide a data base that might be useful in targeting the Networks' activities.

Determining target groups, and tailoring outreach programs to the needs and character of such groups, has become a necessary result of the limited material and human resources of many social agencies. It is becoming accepted that such methods in communicating and dealing with the public are the most cost-efficient and time-efficient. The Renters' Network might wish to adopt such methods in order to maximize their effectiveness and to speed their establishment as a credible representative of the rental community.

- 4) To make a determination of renters' knowledge of their rights and obligations per tenant legislation.

The form that will be taken in addressing this objective will be a series of true/false questions on general categories, such as security of tenure, and privacy. The questions will be clear and simple and should be answerable with a basic knowledge of the subject area. This series of questions will be used to determine strong and weak tendencies of both the population and target groups. There will be no absolute measure of knowledge in these responses, but rather an indication of knowledge relatively speaking should be manifested.

In light of the above, we are devoting a significant amount of the questionnaire to demographic factors. The types of groupings we will be allowing for and the reasoning behind such are as follows:

a) Housing Type

A great deal of time is spent in many local agencies with subsidized housing issues and problems. The Network might examine methods used to communicate with these renters and adopt or deny them depending on their apparent success.

b) Building Type

There will quite probably be a different attitude, and type of awareness between those renters in single unit dwellings, as opposed to larger multi-unit dwellings. There is generally less attention paid to the smaller buildings both on the part of the landlord and the public, CMHC being a prime example in their vacancy survey. Any differences found may be very significant to the Network in its interest in public education. It may also raise problems associated with organizing at such small scales.

c) Years Renting

It might be surmized that the longer one rents his or her accommodation the greater the awareness develops of tenant issues. As with the possibilities discussed in sub-section 'a' of this section the Network might have a more receptive segment of the population in long time renters. It is hoped that the truth of such a situation existing will be indicated somewhat by this survey.

d) Previous Activity in the Rent Review Process

We will be collecting some information as to the tenants previous activity in the rent review process. The reason for this is the proposition that such involvement heightens awareness of tenant issues in general, and, thus a greater knowledge of such issues. If this proposition proves true, the Renters' Network might attempt to capitalize on the rent review process to raise their own profile. The Network might also find it possible to aim more sophisticated programs at groups of tenants who have this greater awareness.

e) Socio-economic Data

Additional control groups will be allowed for by income, education and occupation. Such groupings may be useful in targeting, particularly if used in conjunction with census information. If a tendency is found for particular socio-economic groupings to have particular needs, concentrations of such may be found in specified geographical areas determinable by survey and census material.

Questions Related to Rent Levels

- a) Rent Increase
- b) Challenged Rent Increases

The Attitude of Tenant's Tenure Groups

- a) Tenants' Association
- b) Are you a member of the association?
- c) Why not?
- d) If you were on association would you be willing to pay?
- e) Why not?
- f) The organization of tenants

The Role of Agencies & Institutions

- a) Advice Bureaus with Landlords
- b) Legal Assistance
- c) Which ones
- d) Tenants' Knowledge of Their Rights & Obligations

SECTION III Cross Tabulations

Age

- Age & Housing Type
- Age & Tenants' Association
- Age Groups and Rent Levels
- Age & Landlord Increases
- Age & Challenged Increases
- Age Groups and Tenant Organization
- Age & Membership Tenants' Association
- Age & Reasons for membership in association
- Age and the Role of Agencies and Institutions
- Age and Legal Assistance

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SECTION I

Methodology

For the purposes of our sponsor it was necessary to get a representative sample of all tenants in the city of Hamilton. This sample would have to include not only the residents of large apartment buildings, but also the residents of smaller rental buildings, townhouses and houses.

We obtained a uniform sample generated by the Regional Planning Department which met these criteria and was as random as we could get. The sample was of 758 rental units taken basically at random through the city. At the close of interviewing we had received 301 responses.

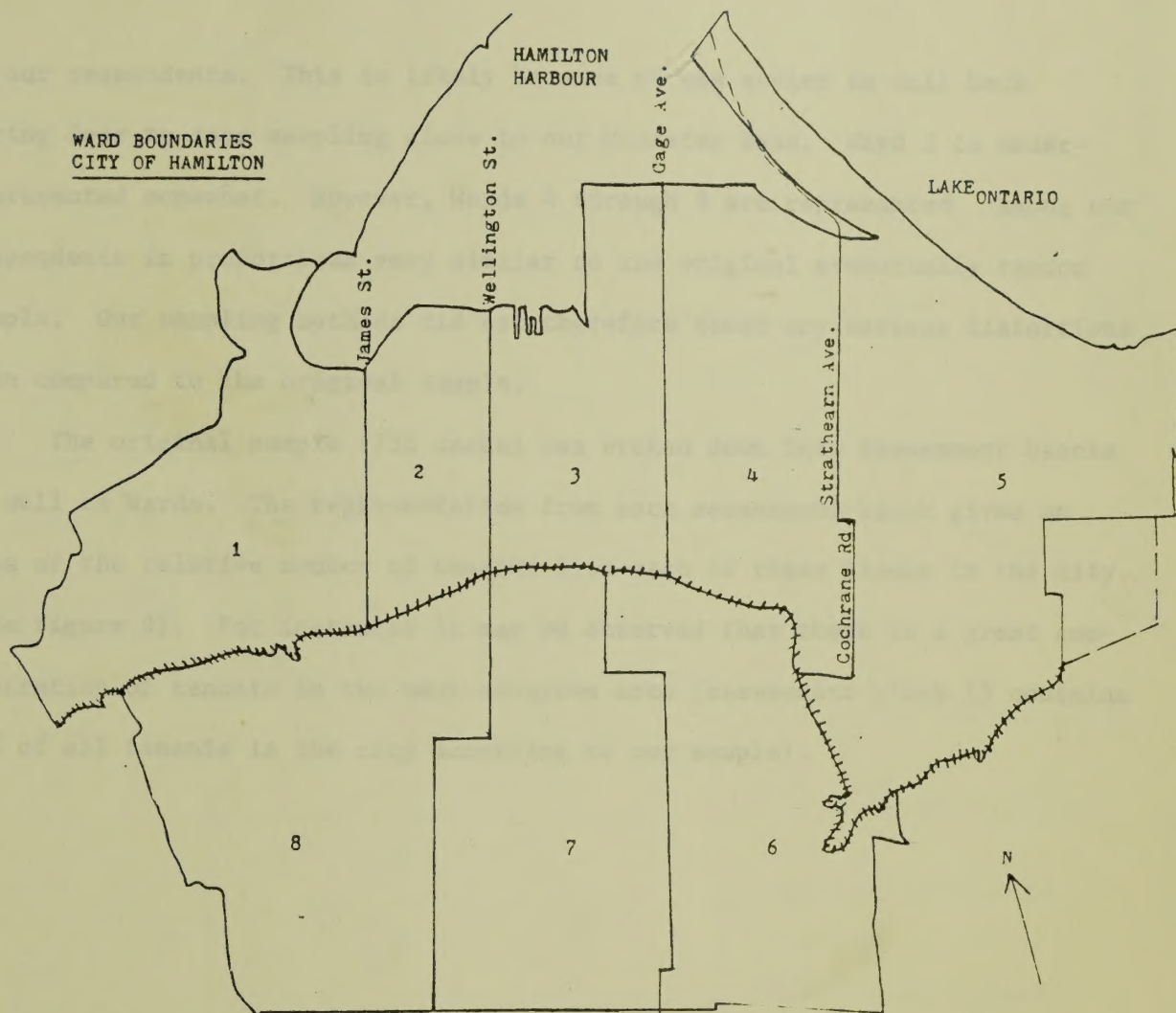
Two methods were used to obtain responses. The first method was to simply obtain the phone numbers for the names and addresses given, and then to conduct the interviews by phone. Seventy-one percent of the successful interviews were conducted in this manner.

The first method worked well except 43 percent of our addresses either had an unlisted number (the inhabitants had moved) or were vacant. An attempt was made to reach these tenants by going door-to-door. We discovered, however, that we had difficulty gaining access to many buildings. As a result we interviewed tenants at the door on a first-come first-interview basis. The number of tenants taken from each building corresponded to the number listed in our sample for that building (it could be anywhere from one to three respondents).

The second procedure was deemed to be methodologically acceptable because the sample was random by location (the building and unit) rather than by individual (the tenant). Twenty nine percent of the respondents were obtained by the second method.

An attempt was made (see figure 1) to determine if the representation ward by ward obtained by our two methods matched the representation of each ward in the original sample. Wards one and two are somewhat over-represented

WARD BOUNDARIES
CITY OF HAMILTON



BREAKDOWN OF RENTING SAMPLE BY WARDS

Ward	% Total Sample	% Actually Surveyed
1	12.26%	17.6%
2	25.46%	34.6%
3	16.09%	7.6%
4	6.86%	3.7%
5	17.94%	16.9%
6	7.78%	8.0%
7	7.38%	5.3%
8	6.20%	6.3%

Figure 1

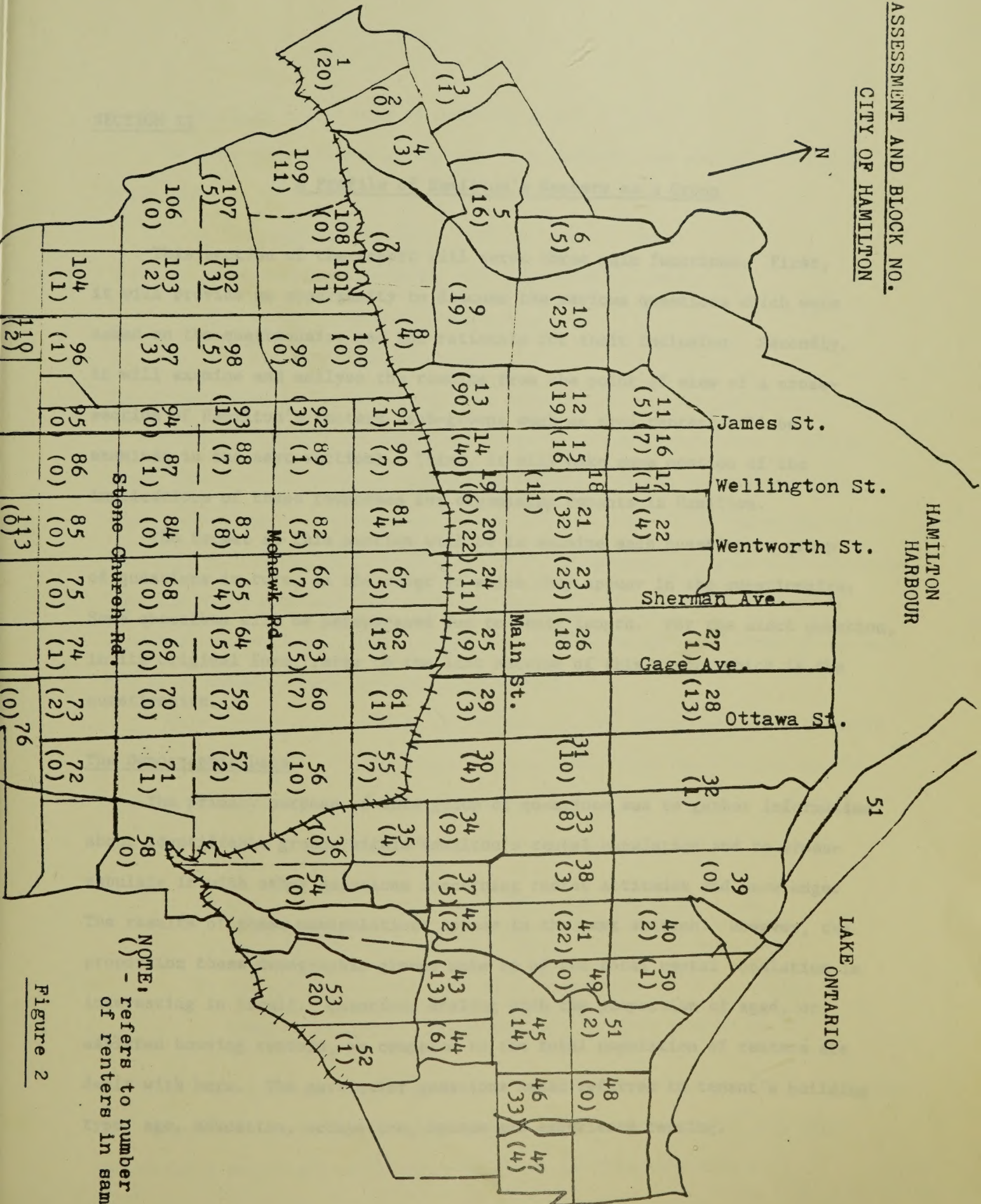
in our respondents. This is likely because it was easier to call back during door to door sampling close to our McMaster base. Ward 3 is under-represented somewhat. However, Wards 4 through 8 are represented among our respondents in proportions very similar to the original essentially random sample. Our sampling methods did not therefore cause any serious distortions when compared to the original sample.

The original sample (758 cases) was broken down into assessment blocks as well as Wards. The representation from each assessment block gives an idea of the relative number of tenants from each of these blocks in the city. (see figure 2). For instances it may be observed that there is a great concentration of tenants in the west downtown area (assessment block 13 contains 12% of all tenants in the city according to our sample).

CITY OF HAMILTON

HABROU

LAKE
ONTARIO



NOTE:
() - refers to number
of renters in sample.

Figure 2

SECTION II

A Profile of Hamilton's Renters as a Group

This section of the report will serve three main functions. First, it will provide an opportunity to discuss the various questions which were asked on the questionnaire and the rationale for their inclusion. Secondly, it will examine and analyze the results from the point of view of a cross-section of Hamilton's renters (sub-groups such as aged renters will be examined in the next section). Third, it will make some mention of the implications of these responses for organizing tenants in Hamilton.

The format at this section will be to examine each question or group of questions in turn, in the order in which they appear in the questionnaire. Some questions will be paraphrased due to their length. For the exact question, in its original form, refer to the last section of this report which is the questionnaire.

The Demographic Data

The primary purpose of this group of questions was to gather information about identifiable groups within Hamilton's rental population and to cross-tabulate it with other questions concerning renter attitudes and knowledge. The results of these manipulations appear in the next section. However, the proportion these demographic groups make up of the total rental population is interesting in itself. Questions dealing with the proportion of aged, or assisted housing renters, as compared to the total population of renters are dealt with here. The particular questions asked referred to tenant's building type, age, education, occupation, income and experience renting.

A. Building Type - What type of building do you live in?

As this question was presented respondents were read four options, which were:

- 1) an apartment building with six units or more;
- 2) an apartment building with less than six units;
- 3) a single attached (townhouse);
- 4) a single detached (house).

The primary purpose for including this question was to discover the proportion of renters in the city who inhabited large buildings, since these buildings would likely be the focus of organizing efforts. Of the respondents to our survey 78% lived in apartments with six units or more, 7% in apartments with less than six units, 6% in houses and 9% in townhouses. A small bias favouring those in large apartment buildings may have been introduced by our second questioning method (see methodology) but clearly the large majority of renters are to be found in this type of accommodation.

This finding has a number of implications for those seeking to organize the city's tenants. It is the view of this writer that the H.W.R.N. should concentrate on this group of renters because,

- 1) a large majority of the city's renters live in this type of accommodation;
- 2) the tenants in larger buildings tend naturally to see more common interests as compared to tenants in houses, particularly where the rent review process is concerned;
- 3) the tenants in this type of accommodation are concentrated not only in their individual buildings but also the buildings themselves tend to be concentrated in particular areas of the city.

To illustrate the last point we found it much cheaper in terms of time, gasoline and manpower to survey large numbers of tenants in areas of the city where there was a concentration of large buildings (particularly Ward 2).

BUILDING TYPE

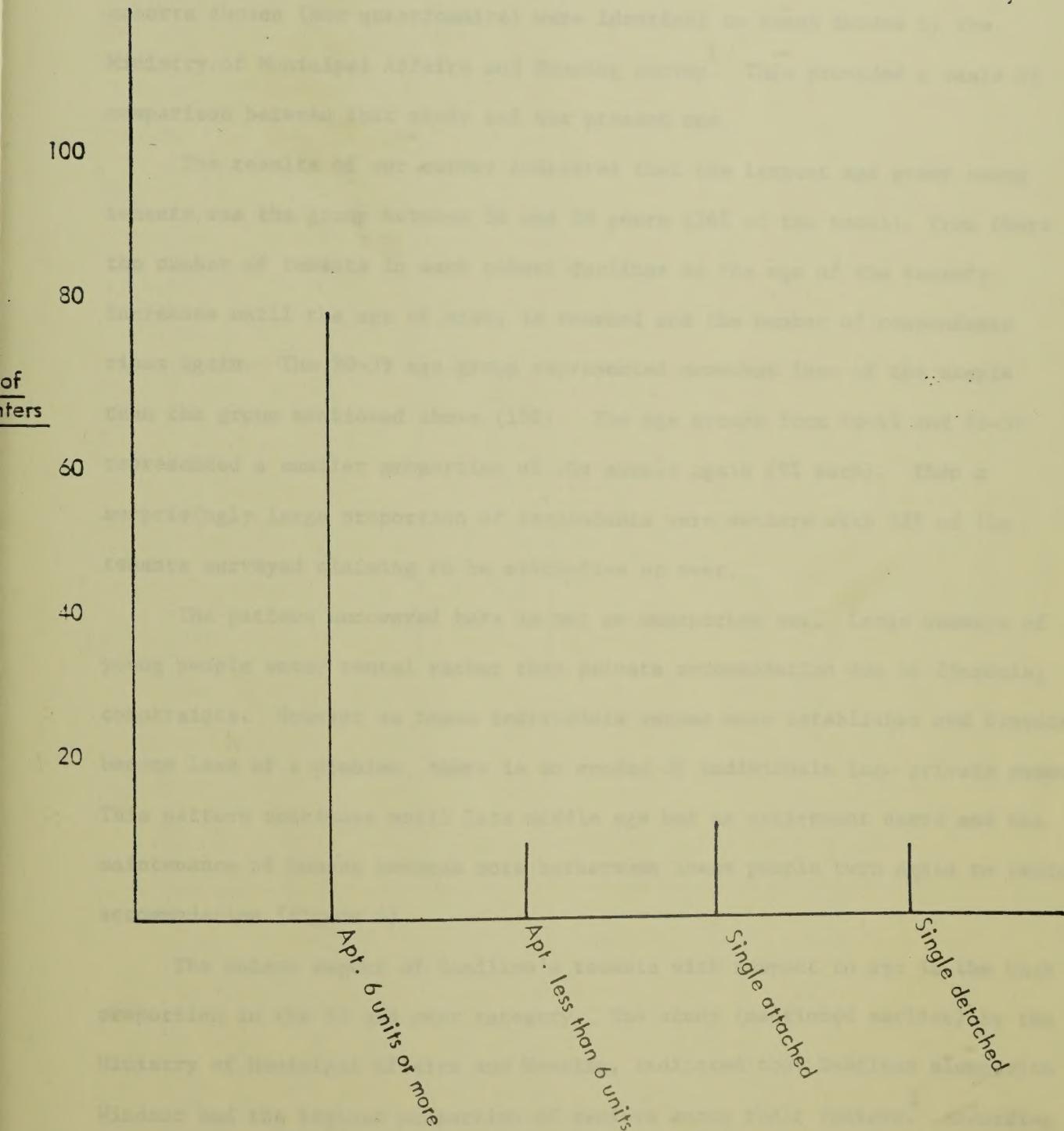


Figure 3

B. Age - To which of the following age cohorts do you belong?

In this question the respondents were presented with a group of ten year age cohorts and asked to place themselves in one of them. The actual age cohorts chosen (see questionnaire) were identical to those chosen by the Ministry of Municipal Affairs and Housing survey.¹ This provided a basis of comparison between that study and the present one.

The results of our survey indicated that the largest age group among tenants was the group between 20 and 29 years (36% of the total), from there the number of tenants in each cohort declines as the age of the tenants increases until the age of sixty is reached and the number of respondents rises again. The 30-39 age group represented somewhat less of the sample than the group mentioned above (15%). The age groups from 40-49 and 50-59 represented a smaller proportion of the sample again (9% each). Then a surprisingly large proportion of respondents were seniors with 22% of the tenants surveyed claiming to be sixty-five or over.

The pattern uncovered here is not an unexpected one. Large numbers of young people enter rental rather than private accommodation due to financial constraints. However as these individuals become more established and finances become less of a problem, there is an exodus of individuals into private ownership. This pattern continues until late middle age but as retirement nears and the maintenance of houses becomes more bothersome these people turn again to rental accommodation (figure 4).

The unique aspect of Hamilton's tenants with respect to age is the high proportion in the 65 and over category. The study (mentioned earlier) by the Ministry of Municipal Affairs and Housing, indicated that Hamilton along with Windsor had the highest proportion of seniors among their renters.² According to this study Hamilton had 50% more seniors as a proportion of the total

AGE

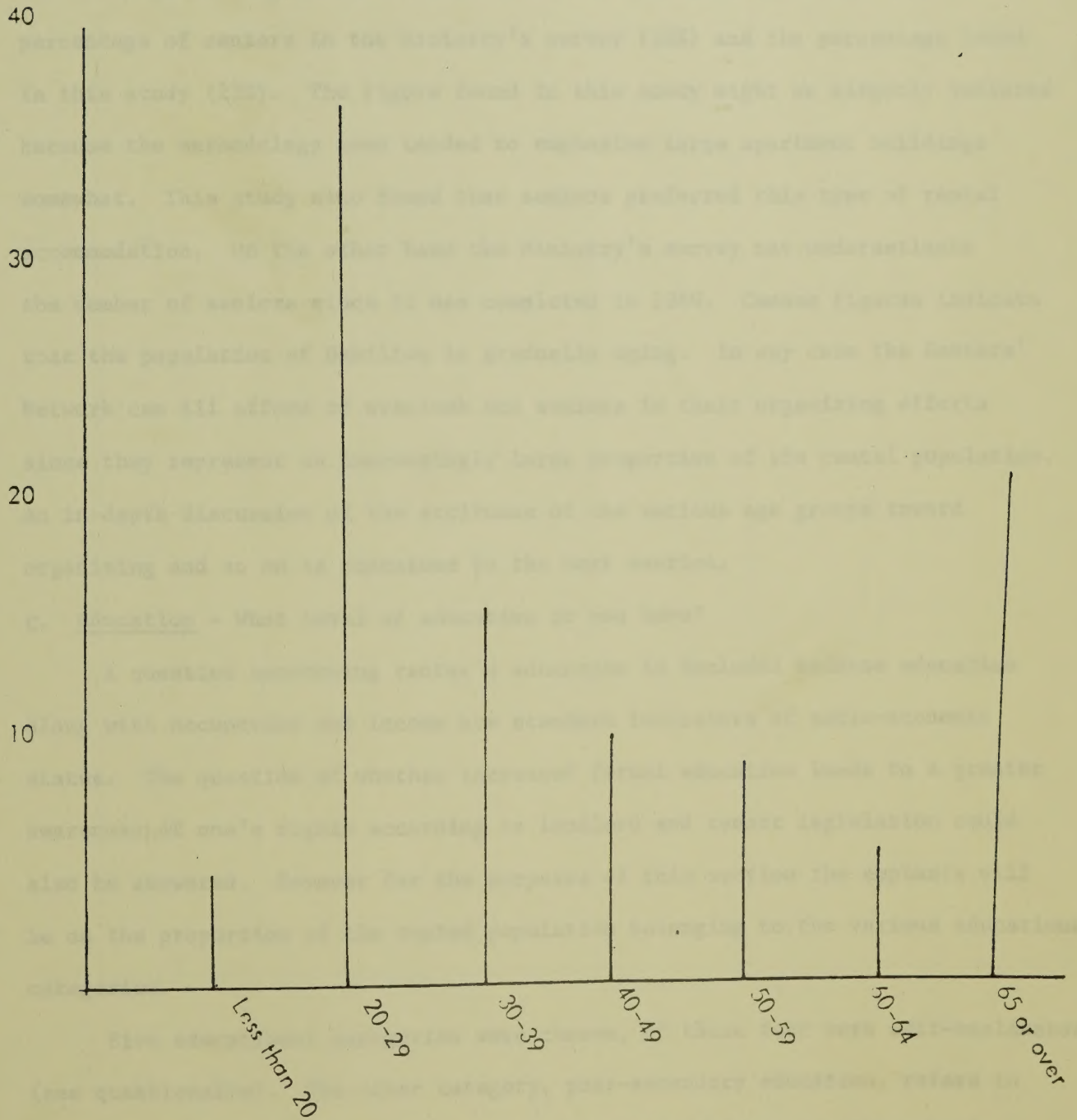


Figure 4

rental population than did Metropolitan Toronto.³

It should be pointed out that there is a discrepancy between the percentage of seniors in the Ministry's survey (16%) and the percentage found in this study (22%). The figure found in this study might be slightly inflated because the methodology used tended to emphasize large apartment buildings somewhat. This study also found that seniors preferred this type of rental accommodation. On the other hand the Ministry's survey may underestimate the number of seniors since it was completed in 1980. Census figures indicate that the population of Hamilton is gradually aging. In any case the Renters' Network can ill afford to overlook the seniors in their organizing efforts since they represent an increasingly large proportion of the rental population. An in-depth discussion of the attitudes of the various age groups toward organizing and so on is contained in the next section.

C. Education - What level of education do you have?

A question concerning renter's education is included because education along with occupation and income are standard indicators of socio-economic status. The question of whether increased formal education leads to a greater awareness of one's rights according to landlord and tenant legislation could also be answered. However for the purposes of this section the emphasis will be on the proportion of the rented population belonging to the various educational categories.

Five educational categories were chosen, of these four were self-explanatory (see questionnaire). The other category, post-secondary education, refers to those who have completed some formal education in addition to high school, but have not completed a university degree. Examples would be those who had attended a community college, an institute of technology or who had finished some university courses but not a degree.

EDUCATION

of
nters

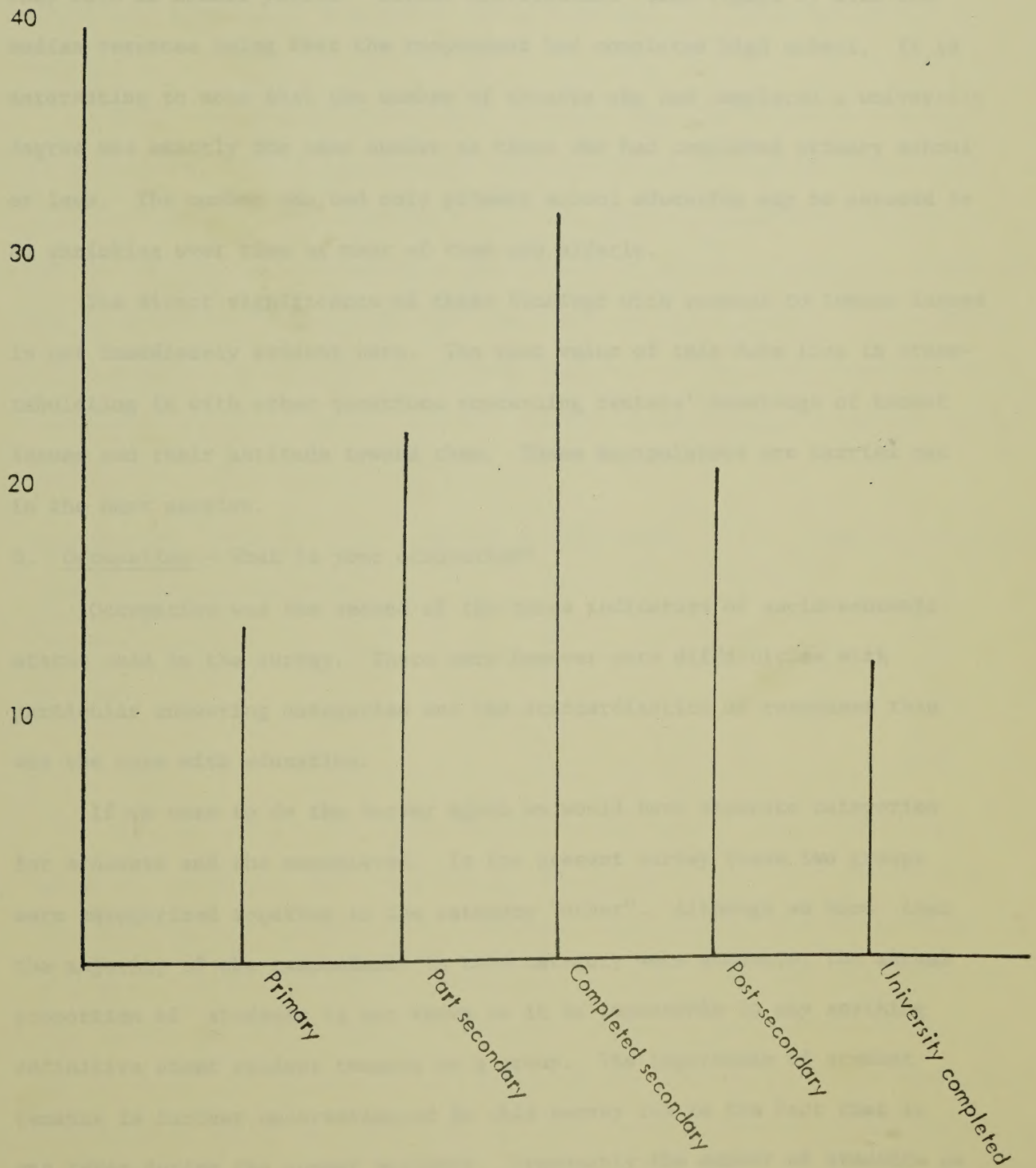


Figure 5

The results of the study on this question are interesting because they form an almost perfect "normal distribution" (see figure 5) with the median response being that the respondent had completed high school. It is interesting to note that the number of tenants who had completed a university degree was exactly the same number as those who had completed primary school or less. The number who had only primary school education may be assumed to be shrinking over time as many of them are elderly.

The direct significance of these findings with respect to tenant issues is not immediately evident here. The rent value of this data lies in cross-tabulating it with other questions concerning renters' knowledge of tenant issues and their attitude toward them. These manipulators are carried out in the next section.

D. Occupation - What is your occupation?

Occupation was the second of the three indicators of socio-economic status used in the survey. There were however more difficulties with particular answering categories and the standardization of responses than was the case with education.

If we were to do the survey again we would have separate categories for students and the unemployed. In the present survey these two groups were categorized together in the category "other". Although we know that the majority of the respondents in this category were students, the actual proportion of students is not known so it is impossible to say anything definitive about student tenants as a group. The importance of student tenants is further underestimated in this survey due to the fact that it was taken during the summer holidays. Presumably the number of students as a proportion of all renters increases dramatically during the regular school year.

A similar difficulty concerned the category "unskilled labour - domestic" which grouped largely uneducated labourers with housewives who were often quite well educated. "Housewife" should have been a separate occupational category.

There were also difficulties in standardizing the responses with regard to occupation, as is often the case with surveys of this genre. The format used in presenting this question was to have the respondent describe his/her job and let the interviewer place that person in one of the required categories. The interview had to use individual judgement to decide whether a salesperson as an example should be put in the semi-skilled, skilled or professional and management category. In any case the categories and response rates are listed below.

<u>Occupational Category</u>	<u>Number of Respondents</u>	<u>%age of Respondents</u>
Unskilled worker/domestic	60	19.9
Semi-skilled/labour	66	21.9
Skilled/non-manual	55	18.3
Professional/Management	27	9.0
Retired	41	13.6
Other	52	17.3
All renters	301	100%

The results here are about what one would expect. The professional/management group has the lowest representation among Hamilton's renters but this would be true of the private ownership market also. Presumably though, this group has more disposable income than the others and they can, therefore, more readily opt for relatively expensive, privately owned accommodation. As for the other five categories they divide up the rest of the rented population into portions which are quite equal in size. No one occupational category dominates the others. Apart from a moderate trend toward renters being in lower status jobs, the pattern here would not be greatly different from what one would expect to find in the private market.

As was the case with education, the significance of these results for organizing Hamilton's renters is obscure until the attitudes of each group toward organizing can be examined in the next section. It could be noted the "other" category represented 17.3% of respondents, which means that likely 12 to 15% of respondents were students despite the fact that the survey was taken in summer. Students then, would represent a large and very transient group of renters for most of the year. They would likely be difficult to organize due to this transience.

E. Income - Do you live in subsidized housing?

Ideally we would like to have obtained an accurate sample of both the income and the rent paid by tenants. This would allow us to calculate rent-to-income ratios which would give an accurate indication of which groups in the city are paying particularly large portions of their income for accommodation. However, we were advised that even large well-known agencies have difficulty getting people to answer questions concerning personal income. Apparently many people not only refuse to answer the sensitive income question, but also refuse to complete the survey. For this reason we decided to ask only whether the respondents occupied subsidized or assisted housing units. This effectively divided Hamilton's tenants into two groups, those in subsidized housing (presumably representative of the most needy tenants) and all other tenants.

Of the 301 respondents to our survey, thirty-one, or ten percent, said that they lived in some form of subsidized housing. The ten percent figure underestimates the number of assisted housing units as a proportion of all rental units in Hamilton. The actual number of assisted housing units is 9023, or 17% of the 53,207 rental units available in the city.⁴ The discrepancy here between the survey results and the actual percentage of subsidized housing units is not surprising for a couple of reasons. First, there is an understandable reluctance on the part of these individuals to acknowledge that they are receiving assistance due to the social stigma that is attached to

subsidized housing. Secondly, the interviewers did not belong to any well-known private or government agency and therefore may have lacked legitimacy in the eyes of some respondents, again making them reluctant to answer questions of a personal nature.

No attempt was made in this survey to differentiate between the occupants of various types of subsidized housing. The sample from each type of subsidized housing would be too small to say anything about their attitudes as a group. The number of respondents from subsidized housing as a whole is also not large (thirty-one). However, they were obtained in as random a manner as possible, across the city (see methodology) and should therefore provide at least the general trends in attitudes toward organizing among this group of renters. This data is again in the next section.

F. Experience Renting - How long have you been renting, whether here or elsewhere?

This question was included for three reasons. First, it was thought that the question would give some indication about tenant mobility, a factor which should have a large effect on tenant organizing efforts. Secondly, it would give an indication about how many tenants are entering the rental market for the first time each year. Third, by cross-tabulating this question with others it could indicate whether more experienced renting leads necessarily to a greater understanding of tenant issues or to a more open attitude toward tenant organizing.

With hindsight the first rationale could have been addressed better by asking, "how long have you lived at your present address?" This question would have given a much better indication of tenant mobility. However, the response to the question as it was asked is as follows:

Length of Time Renting

<u>Time Span</u>	<u>Number of Respondents</u>	<u>%age of Respondents</u>
1 year or less	32	11%
1 to 5 years	101	34%
5 to 10 years	72	24%
over 10 years	96	32%
All tenants	<u>301</u>	<u>100%</u>

The only real indication of tenant mobility here is the rate at which tenants are entering the rental market for the first time. Eleven percent of tenants had become tenants for the first time within the last year. If new entrants into the rental market continued to increase yearly at this rate, there would be considerable downward pressure on vacancy rates.

At the other end of the scale, a full third of Hamilton's renters have been renting for ten years or more. These tenants are likely to remain stable long-term participants in the rental market. The remaining two categories contain large and fairly equal portions of all renters with a bias toward those tenants who had been renting from one to five years. None of the categories here clearly predominates.

The investigation of the attitudes and knowledge of tenants with varying experience renting will again be delayed until the next section.

Questions Related to Rent Review

The rent review process is of particular interest to the Renters' Network because it appears to be a natural cause around which tenants organize. A threatened rent increase of twenty or thirty percent provides a large incentive for tenants to bond together, due to the immediate financial gain which may be available (if the increase is rolled back). The Renters' Network must seek to capitalize on this process in order to effectively organize the city's tenants. The intent of the following two questions was to discover the tenant's knowledge of this process, and their willingness to take part in it.

G. Rent Increases - Was your last rent increase greater or less than six percent?

Landlords can raise the rent up to six percent annually without subjecting the increase to rent review procedures (assuming his tenants do not make an application based on deterioration in the buildings). Any increase in excess of 6% must be justified by the landlord before a rent review commissioner, and the tenants must receive ample notice of this hearing. Tenants must prepare a defense for their position and must often work together to do so, a positive factor for the organizing of tenants. It would be, therefore, interesting to know how many tenants had increases in excess of six percent. Our results were the following:

<u>Amount of Last Rent Increase</u>		
<u>Rent Increase</u>	<u>Number of Respondents</u>	<u>%age of Respondents</u>
Over 6 percent	102	34%
6 percent or less	150	50%
Don't know	49	16%
Total	301	100%

The most surprising finding here is that a full 50% of tenants received rent increases of 6% or less and as a result many likely had nothing to do with the rent review process (see figure 6). Other tenants in this group may have had rent roll-backs from the rent review commission. The reason for this large number of tenants with low increases is not clear. Perhaps a large number of landlords did not incur the necessary expenses to apply for rent increases. A third of our respondents said that they had received rent increases in excess of 6%. An idea of the actual rent increases granted can be gained by looking at Residential Tenancy Commission data.

"In fiscal 1981-82, landlords requested an average increase of 19.3 percent and were granted an average increase of 14.7 percent for each rental unit. These figures compare with 15.7 percent and 11.6 percent respectively in 1980-81." 5

LAST RENT INCREASE

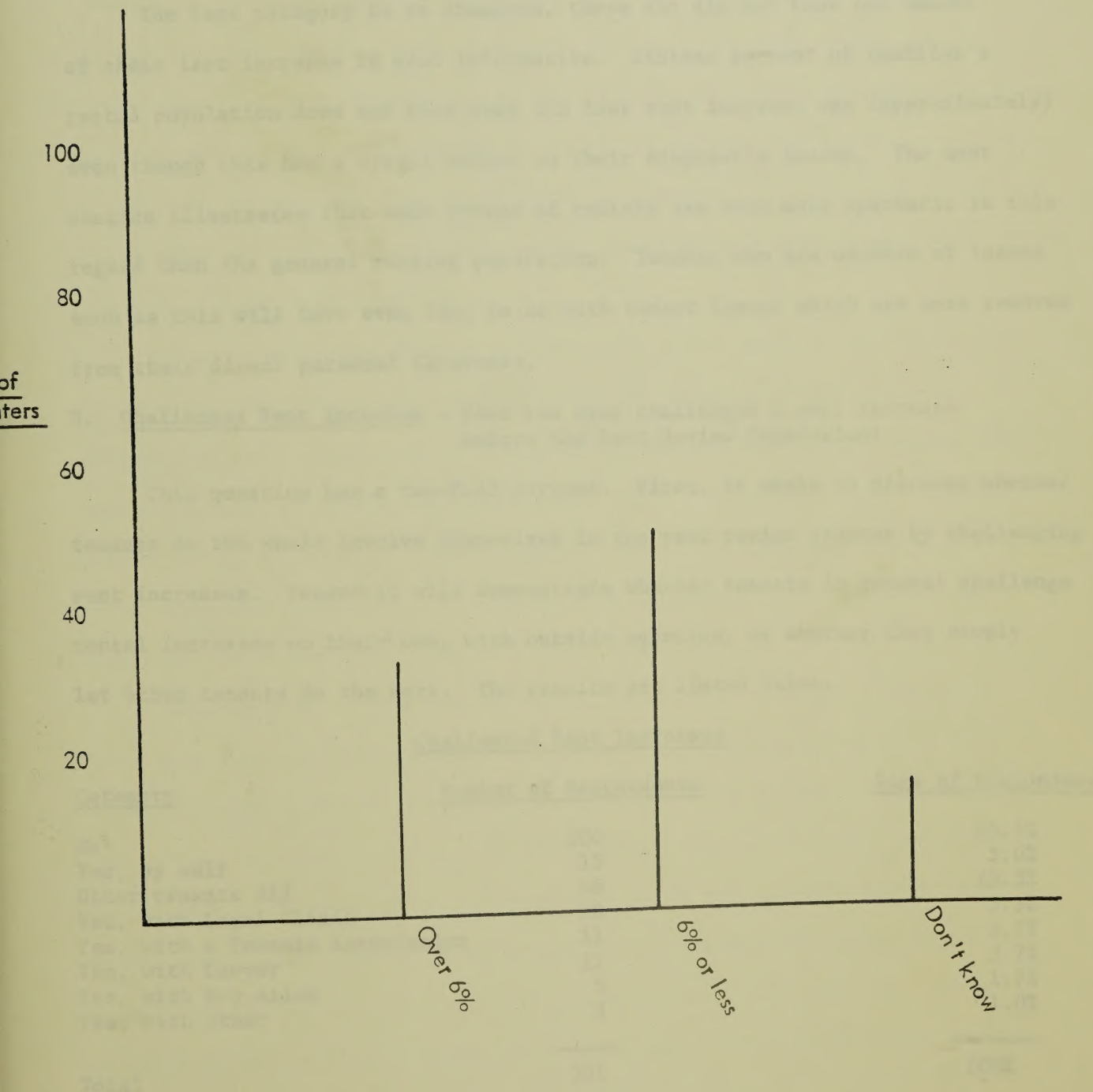


Figure 6

The average increase of 14.7 percent is interesting when one considers that elderly tenants pensions are limited by 6 and 5 restrictions. Cross-tabulations of age and those results will be examined in the following section.

The last category to be examined, those who did not know the amount of their last increase is also informative. Sixteen percent of Hamilton's rental population does not know what its last rent increase was (approximately) even though this has a direct effect on their disposable income. The next section illustrates that some groups of renters are even more apathetic in this regard than the general renting population. Tenants who are unaware of issues such as this will have even less to do with tenant issues which are more removed from their direct personal interests.

H. Challenged Rent Increase - Have you ever challenged a rent increase before the Rent Review Commission?

This question has a two-fold purpose. First, it seeks to discover whether tenants on the whole involve themselves in the rent review process by challenging rent increases. Second it will demonstrate whether tenants in general challenge rental increases on their own, with outside agencies, or whether they simply let other tenants do the work. The results are listed below.

Challenged Rent Increases

<u>Category</u>	<u>Number of Respondents</u>	<u>%age of Respondents</u>
No	200	66.4%
Yes, by self	15	5.0%
Other tenants did	46	15.3%
Yes, with Legal Clinic	10	3.3%
Yes, with a Tenants Association	11	3.7%
Yes, with Lawyer	11	3.7%
Yes, with Ray Allen	5	1.7%
Yes, with other	3	1.0%
Total	301	100%

Far and away the most common answer was "no" they (the tenants) had not ever challenged a rent increase. It should be remembered though, that 50% of the tenants surveyed had an increase of 6% or less the previous year. If this was

indicative of an ongoing pattern where the landlord automatically raised the rent by 6%, but no more, these tenants would have no occasion to challenge a rent increase. A portion of those who said "no" never had any need to get involved in the rent review process. On the other hand, some proportion of the 66% who said "no" had good reason to go before the rent review board but did not. A cross-tabulation of the last question (last increase) by this question (challenged increase) shows that 47 of the 200 who did not challenge an increase in fact did face an increase in excess of 6% the previous year. Put another way, 16% of the entire sample faced an increase of over 6% in their rent but did not challenge it.

Of those buildings where a challenge to a rent increase did occur there seemed to be many cases where a small group of tenants handled the rent review work while a majority of the tenants remained aloof. The second most common response to this question was that "others" challenged the increase (46% of those cases where a challenge was made). In approximately half the cases where our respondents were aware of a challenge to the rent increase they were not themselves involved in this challenge.

Five percent of respondents chose to challenge the rent increase on their own. This would make sense particularly for those living in a single apartment above a house. Of those who sought help in making presentations they turned to legal clinics, private lawyers and their tenants' associations in approximately equal and small numbers. It is also interesting to note that a small percentage of tenants said they would seek help from Ray Allen, a tenant organizer who was active in the city some years ago. Mr. Allen clearly made some impact because he has not been active as an organizer here for some time.

The Attitude of Hamilton Tenants Toward Organization

The questions from I to M are arranged in contingency chains. That is, the second question you receive would be dependent on your answer to the first question. As an example, if you were to answer "yes" to the question "Is there a tenants' association in your building?" you would then be asked if you were a member (Question J). If the answer was "no" you would then be asked "Why not?" The answer would be recorded in writing and categorized later. This method gives the tenant maximum latitude in making his own answers without being restricted by the interviewer's preconceived categories. As an aid in describing our results the contingency chain described above will be denoted as "chain one".

The second chain (chain two) is contingent in the respondent answering "no" to the question "Is there a tenants' association in your building?". The follow-up question would then be "If there were an association in your building would you be willing to join?". If the answer was again "no", the last question would be "Why not?". For further clarification please consult the questionnaire at the back of this report.

I. Tenants' Association - Is there a tenants' association in your building?

Of our 301 respondents fifty-five or 18% said that there was a tenants' association in their building. Sixty-five percent said that there was no association in their building and 17 percent did not know if there was one. This finding does not mean that 18% of Hamilton's tenants are organized into associations, this 18% were merely aware that there was an association in their building.

Chain One

J. Are you a member of the association?

Of the fifty-five individuals who said there was a tenants' association in their building 23 or 42% said they were members of this association. This a relatively large percentage but it is difficult to say whether the awareness of

a tenants' association has led to more membership. Our results could be more due to the fact that those who are in tenants' associations tend to be aware of them.

The 23 individuals are also the number of all our respondents (301) who are in tenants associations. This means that 7.6% of Hamilton's tenants are organized at this time, according to our study.

K. Why Not?

The converse of the findings above, of course, is that 58% of the respondents who were aware of a tenants' association in their building did not join them. These individuals were asked, why not? Two answers were very common; 44% said they were not interested and 31% said they were just moving, or had just moved in. Other less common answers were that there were health problems (seniors) or that there was no need to organize.

These responses can only be interpreted as trends since the sample of individuals who answered this question is quite small (n = 32).

Chain Two

L. If there were an association would you be willing to join?

This question was asked of those individuals who said there was no association in their building (n=199). A surprising 68% said that they would be willing to join an association if one were available. This response is very positive from the point of view of the H.W.R.N.'s efforts at organizing tenants in the city. At the present time only 8% of tenants are organized according to our study.

M. Why not?

Of those individuals who said they were not willing to join an association 27% said there was no need to. Other very common answers were that the respondents were "too busy" or that they were "independent and not interested". There were, in addition, diverse other answers which were not easily categorized.

N. Organization of Tenants - Should tenants organize on a permanent basis?

The respondents were given three options as answers here; they were asked if they thought tenants should organize on a permanent basis, organize only as the need arises or not organize at all. The results are listed below (see also figure 7).

<u>Degree of Organization</u>	<u>Number of Respondents</u>	<u>%age of Respondents</u>
Organize on a permanent basis	116	38.5%
Organize only as needed	161	53.5%
Not organize at all	24	8.0%
Total	301	100%

The most surprising statistic here is that only 8% of tenants felt that renters should not organize at all. The corollary of course is that 92% of tenants feel that some degree of organization is warranted. Fifty-four percent of respondents felt tenants should organize only as the need arises. These are the tenants who would get together for rent review hearings then disband until the next year. This factor is effective for annual rent review purposes but transitory organizations are ineffective in addressing larger issues such as whether rent review should be retained at all. These individuals have indicated they would organize under certain circumstances, perhaps with a better understanding of the larger issues facing tenants they would be willing to organize on a more permanent basis.

The remaining group are the 39% who feel tenants should organize on a permanent ongoing basis. Considering we found that only 8% of respondents were presently organized this statistic indicates that there is a tremendous untapped potential for growth here. This study shows that a large number of tenants would join associations if they were present in their buildings.

ORGANIZATION OF TENANTS

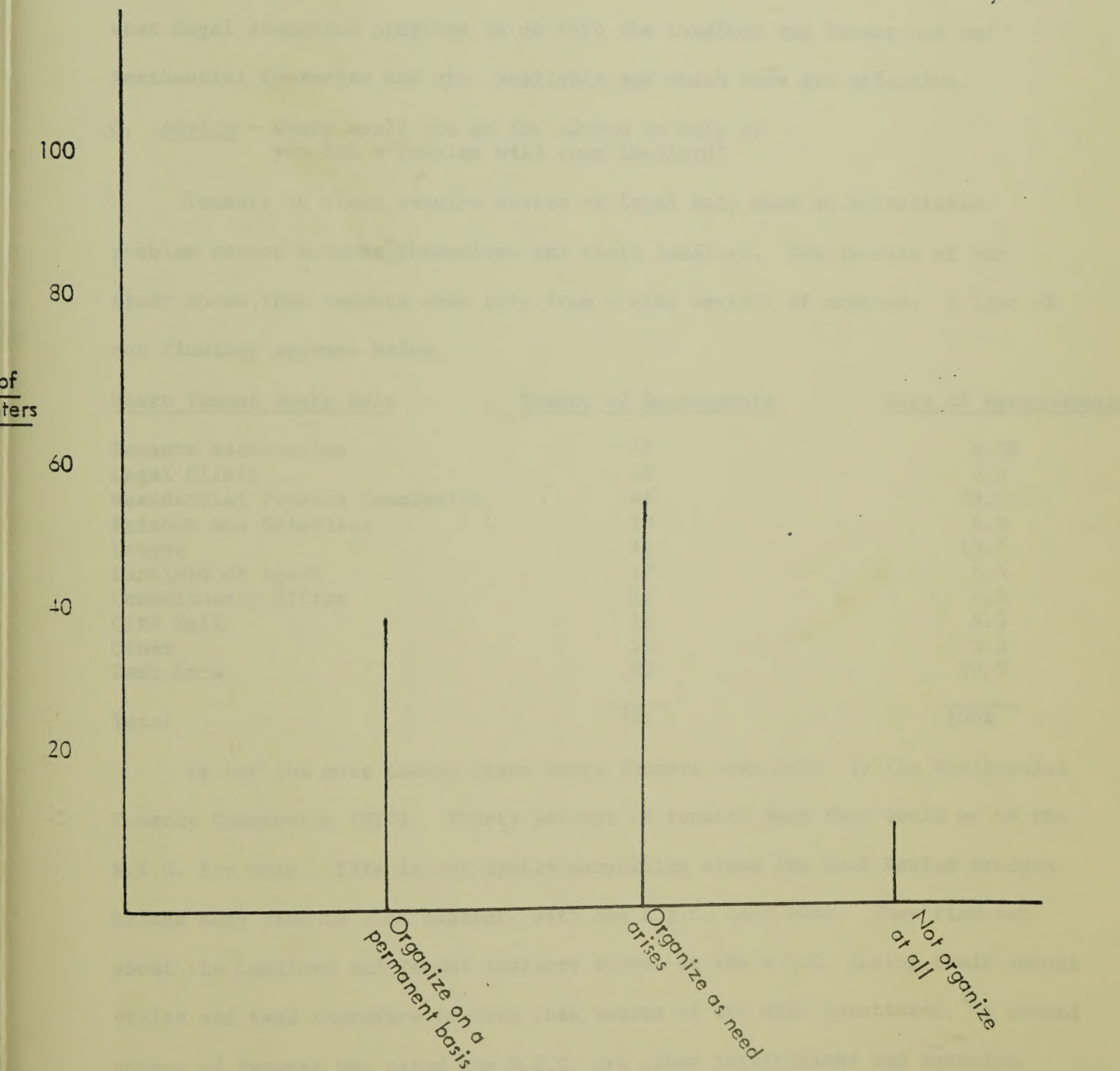


Figure 7

The Role of Agencies and Institutions

There are two questions to be addressed here. First, where do tenants seek help when there is a dispute of some kind with the landlord. Secondly, what legal education programs to do with the Landlord and Tenant Act and Residential Tenancies Act are available and which ones are effective.

0. Advice - Where would you go for advice or help if you had a problem with your landlord?

Tenants at times require advice or legal help when an intractable problem occurs between themselves and their landlord. The results of our study shows that tenants seek help from a wide variety of sources. A list of our findings appears below.

<u>Where Tenant Seeks Help</u>	<u>Number of Respondents</u>	<u>%age of Respondents</u>
Tenants Association	18	6.0%
Legal Clinic	10	3.3
Residential Tenancy Commission	89	29.6
Friends and Relatives	18	6.0
Lawyer	41	13.6
Landlord or Agent	17	5.6
Constituency Office	13	4.3
City Hall	16	5.3
Other	16	5.3
Don't Know	63	20.9
Total	301	100%

By far the most common place where tenants seek help is the Residential Tenancy Commission (RTC). Thirty percent of tenants said they would go to the R.T.C. for help. This is not really surprising since the Rent Review process brings many tenants into contact with the R.T.C. each year. They find out about the Landlord and Tenant Advisory Bureau at the R.T.C. during their annual visits and tend therefore to cite this source of aid when questioned. A second source of tenants who cited the R.T.C. are other institutions and agencies. Those tenants who phoned city hall, for example, and did not have a problem directly related to municipal bylaws, were referred to the R.T.C. (we posed as tenants and tried this).

ADVICE REGARDING LANDLORD

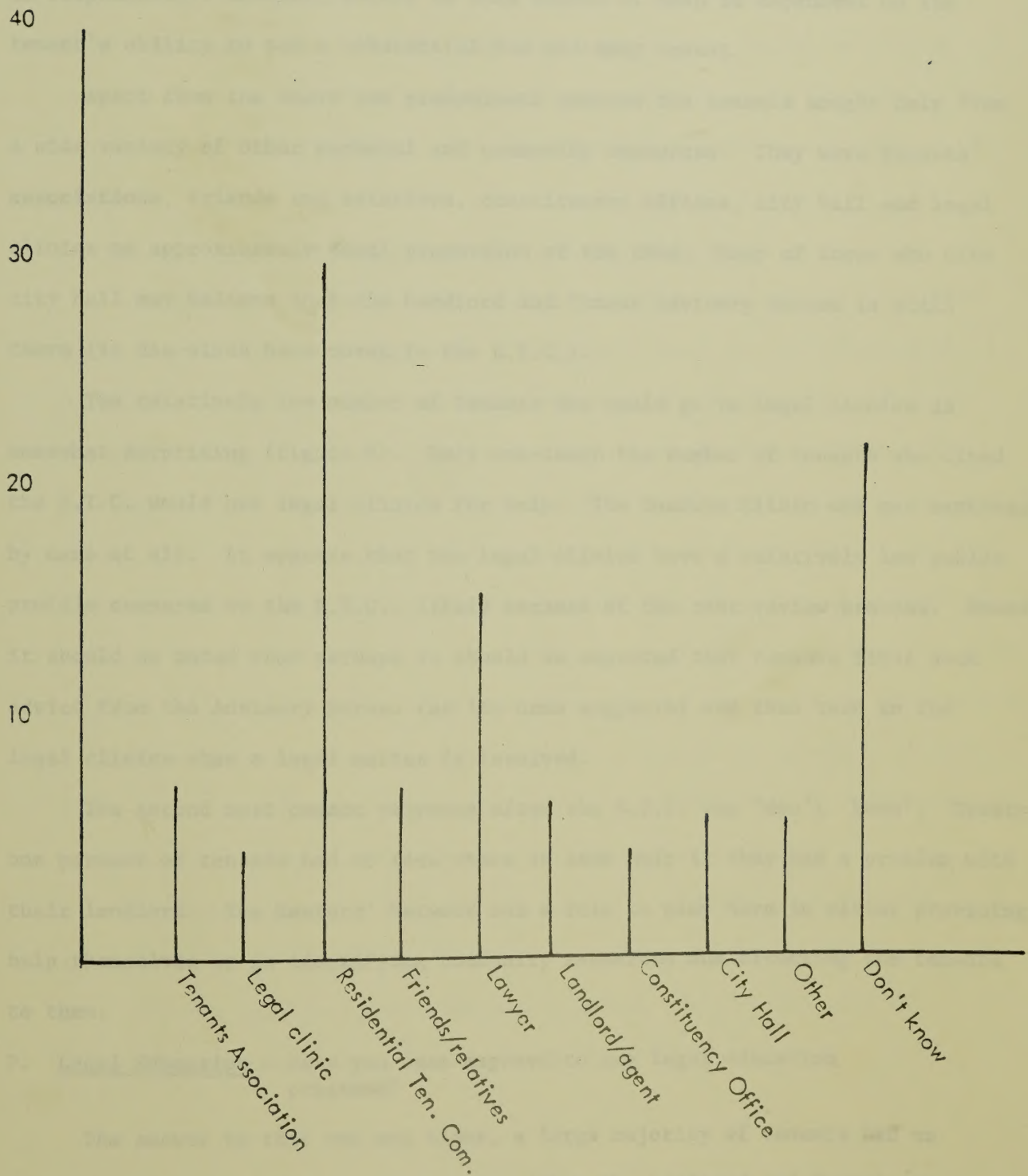


Figure 8

The second most common source of help cited was private lawyers (14% of respondents). However, access to this source of help is dependent on the tenant's ability to pay a substantial fee and many cannot.

Apart from the above two predominant sources the tenants sought help from a wide variety of other personal and community resources. They were tenants' associations, friends and relatives, constituency offices, city hall and legal clinics an approximately equal proportion of the time. Many of those who cite city hall may believe that the Landlord and Tenant Advisory Bureau is still there (it has since been moved to the R.T.C.).

The relatively low number of tenants who would go to legal clinics is somewhat surprising (figure 8). Only one-tenth the number of tenants who cited the R.T.C. would use legal clinics for help. The Dundurn Clinic was not mentioned by name at all. It appears that the legal clinics have a relatively low public profile compared to the R.T.C., likely because of the rent review process. However, it should be noted that perhaps it should be expected that tenants first seek advice from the Advisory Bureau (as its name suggests) and then turn to the legal clinics when a legal matter is involved.

The second most common response after the R.T.C. was "don't know". Twenty-one percent of tenants had no idea where to seek help if they had a problem with their landlord. The Renters' Network has a role to play here in either providing help themselves or in identifying community resources and directing the tenants to them.

P. Legal Education - Have you been exposed to any legal education programs?

The answer to this one was clear, a large majority of tenants had no exposure to legal education concerning either the Landlord and Tenant Act or the Residential Tenancies Act. Eighty-four percent said they had received no education on these subjects.

Q. Which Ones?

The 16% of respondents who had received some legal education were asked what particular programs they were exposed to. Thirty percent of these individuals had received booklets or pamphlets on the subject. Other responses included the R.T.C., law and business courses and seminars on the subject.

R. Tenants Knowledge of Their Rights and Obligations

Of all the sections on the questionnaire this one took the most time for the least information gained. The format chosen was ten true-false questions on tenants rights and obligations under the two pertinent acts. The questions were chosen to be as unambiguous as possible. However the problem was that with the true-false format the respondents would tend to get around five correct (on the average) through pure chance. Add to this the increased probability of getting some correct through common sense and you have the possibility of the respondents getting six or seven out of ten with almost no knowledge on the subject at all. Of the ten questions (see questionnaire) only one was answered incorrectly more often than it was answered correctly ("you cannot be evicted during winter time"). This format in short was not a sensitive instrument for detecting differences in knowledge.

Although our questioning method did not provide a good absolute measure of tenants knowledge of their rights and obligations it can be used as a relative measure between pertinent groups. For a comparison of scores for various groups of renters see the following page.

<u>Category</u>	<u>Group of Tenants</u>	<u>Number of Respondents</u>	<u>Score out of 10</u>
Age	Less than 20	14	7.4
	20-29	109	7.3
	30-39	44	7.6
	40-49	27	6.6
	50-59	26	6.7
	60-65	15	6.9
	65 and over	66	5.8
Education	Primary	39	5.2
	Part Secondary	67	7.1
	Completed Secondary	94	6.8
	Post Secondary	62	7.3
	University Completed	39	7.3
Occupation	Unskilled/Domestic	60	6.7
	Semiskilled/Labour	66	6.6
	Skilled labour/non-manual	55	7.8
	Professional/Management	27	8.0
	Retired	41	6.0
	Other (students,unemployed)	52	6.6
Subsidized Housing	Yes	31	6.2
	No	270	7.0
All renters	All renters	301	6.9

The measuring instrument we have devised is not sensitive enough to show significant differences between groups of tenants. The average score for all tenants was 6.9 out of 10. Only two groups, those sixtyfive and over, and those with only primary school education, averaged as much as one point below the average for all tenants. Only the professional/management occupational grouping scored a point higher than the mark for all tenants. Generally, younger tenants scored higher than older tenants, higher status occupations scored higher than low-status ones and those in subsidized housing scored lower than those who were not.

SECTION III

Whereas the last section dealt with a multi-dimensional profile of "all renters" in Hamilton, this section will examine the attitudes and knowledge of certain sub-groups of renters, which are of interest. Particular emphasis will be given to such sub-groups as the seniors, the young renters and those in subsidized housing. In addition, the effects of formal education and occupational status, a renter's knowledge of tenant issues and attitude toward organizing will be examined.

This data was generated by cross-tabulating the results from the demographic questions with questions to do with the Rent Review process, the organization of tenants, the access to agencies and the knowledge of tenants pertaining to their rights.

Age

It was pointed out in Section II that the most unusual feature of Hamilton's renting population is the high proportion of seniors, as compared to other cities in Ontario. Any outreach program on the part of the Renters' Network must take into consideration the unique needs, knowledge and attitudes toward organizing of this group of renters.

The young renters (age 20-29) must also be emphasized because they are the age group with the largest representation among tenants in the city. Their attitudes toward organizing are of particular interest by virtue of their numbers.

In addition to the young and old renters, middle-aged renters represented by the group aged from forty to forty-nine will also be examined. Although this group does not represent a large part of the renting population (relatively) it will serve as a contrast group for the previous two groups mentioned.

Age x Building Type

The most popular rental accommodation for all age groups are the apartment buildings with six units or more. This is true simply because the vast majority of rental units are of this type. However, there are considerable differences in the concentration of particular age groups in this type of accommodation. Ninety-one percent of seniors (65 and over) live in this type of rental premises, while 76% of those renters 20-29 and only 67% of those 40-49 choose this type of accommodation. Those renters aged 40-49 tend to rent houses more often.

If the Renters' Network emphasizes apartment buildings in their outreach strategy they will encounter seniors in an even larger proportion than their representation in the rental population. Perhaps one in four of tenants in these premises will be seniors.

Age x Subsidized Housing

The purpose of this cross-tabulation was to discover whether particular age groups among tenants are more likely to be found in subsidized housing. In fact, the likelihood of tenants ending up in subsidized housing increased with age. Of the youngest group (age 20-29) only 7% were in subsidized housing. This rose to 11% for those tenants aged 40-49 and 17% for the seniors (see table A-2).

There are long waiting lists for entry into subsidized housing. Perhaps the Renters' Network could eventually (when it is larger) pressure the government to make more subsidized rental units available, in view of this need.

Age Groups and Rent Review

Age x Last Rent Increase

The middle-aged group (age 40-49) had increases in excess of 6% more often than any other group (52% of the time). The explanation for this pattern may

DO YOU LIVE IN SUBSIDIZED HOUSING?

<u>Table A-2</u>	Yes	No	
All Renters	10%	90%	N=301
Less than 20	7%	93%	n=14
20-29	6%	94%	n=109
30-39	11%	89%	n=44
40-49	11%	89%	n=27
50-59	15%	85%	n=26
60-64	7%	93%	n=15
65 or over	17%	83%	n=66

be that the middle-aged group can afford better buildings where more work is being done. It should also be remembered that this group more often rents houses than the others. Perhaps the fact that there is a single tenant makes them more reluctant to challenge the increase. It is interesting to note that only 4% of the respondents from this group did not know the amount of their last increase (see table A-3).

Thirty-three percent of seniors had increases in excess of 6%. Although lower than the middle-aged group, this figure is still high considering many seniors are on fixed incomes. The proportion of seniors who did not know what their last increase was, was higher than the previous group (14%), but still lower than the average for all renters (16%).

The youngest group (age 20-29) had increases in excess of 6% in approximately the same proportion as the seniors (29%). However, this group did not know what their last increase was 21% of the time. It is significant that a large number of these individuals do not know about a tenant issue that directly effects their disposable income. Their interest in other tenant issues is likely considerably lower.

Age x Challenged Rent Increase

All three representative age groups show an approximately equal readiness to challenge rent increases. Seniors are slightly less likely to challenge rent increases, but this difference is likely due to their increased representation in subsidized housing where a challenge before the Rent Review Board is not warranted.

In each age group the most common response to this question after the response "no" (did not challenge) was that "others challenged the rent increase". It appears that there is a small group of activists doing the work for a large number of tenants in each building, when it comes to challenging rent increases.

WHAT WAS YOUR LAST RENT INCREASE?

Table A-3

	Over six percent	Six percent or less	Don't know	
All Renters	34%	50%	16%	N=301
Less than 20	14%	36%	50%	n=14
20-29	29%	50%	21%	n=109
30-39	34%	57%	9%	n=44
40-49	52%	44%	4%	n=27
50-59	46%	42%	12%	n=26
60-64	33%	53%	14%	n=15
65 or over	33%	53%	14%	n=66

HAVE YOU, OR SOME OF THE OTHER TENANTS, CHALLENGED A RENT INCREASE BEFORE THE RENT-REVIEW COMMISSION?

<u>Table A-4</u>	Yes	No	
All renters	66%	34%	N=301
Less than 20	21%	79%	n=14
20-29	36%	64%	n=109
30-39	18%	82%	n=44
40-49	37%	63%	n=27
50-59	50%	50%	n=26
60-64	40%	60%	n=15
65 or over	33%	67%	n=66

Age Groups and Tenant Organizing

Age x Permanent Tenants' Association

The purpose of this question was to determine whether various age groups were more or less aware of tenants' associations in their buildings and whether there might be more tenants' associations in buildings where seniors predominate. It turns out that seniors were slightly more likely to have a tenants' association in their building than the other two groups (24% of the time).

You will remember from the last section that this question was the first in a series of contingency questions dealing with the organization of tenants. Of those buildings where there was a tenants' association the seniors and middle-aged groups were more likely to be members than not (56% and 67% respectively). However, this was not true of the youngest group (age 20-29). Where there was a tenants' association in the building the younger tenants were members only 15% of the time. This finding indicates that there may be difficulties in organizing the youngest age group. The most common reason given by this group for not joining was that they were "not interested".

It is interesting to note the contrast when the tenants in buildings where there was no tenants' association were asked if they would join one if there was. Sixty-eight percent of those 20-29 said they would join. This is encouraging but in light of the answers when there was an association perhaps tenants are more likely to say they would join an association than would actually join when it was available. In buildings where there was no association large numbers of seniors and middle-aged tenants also said they would join if there was one (61% and 74% of respondents respectively).

IS THERE A PERMANENT TENANTS' ASSOCIATION IN YOUR BUILDING?

<u>Table A-5</u>	Yes	No	Don't Know	
All Renters	18%	65%	17%	N=301
Less than 20	21%	57%	22%	n=14
20-29	18%	61%	21%	n=109
30-39	7%	77%	16%	n=44
40-49	22%	67%	11%	n=27
50-59	19%	73%	8%	n=26
60-64	13%	47%	40%	n=15
65 or over	24%	64%	12%	n=66

IF THERE WERE A PERMANENT TENANTS' ASSOCIATION IN YOUR BUILDING,
WOULD YOU BE WILLING TO JOIN?

<u>Table A-6</u>	Yes	No	
All Renters	68%	32%	N=199
Less than 20	89%	11%	n=9
20-29	68%	32%	n=69
30-39	71%	29%	n=34
40-49	74%	26%	n=19
50-59	67%	33%	n=18
60-64	71%	29%	n=7
65 or over	61%	39%	n=43

For those who said they would not join an association the most common reasons why not were that they were "too busy", that they were "too independent" and particularly for seniors that there was "no need".

Age x Organize on Permanent Basis

Approximately the same high proportion of seniors, middle-aged tenants and young tenants said that they felt renters should organize on a permanent basis (38%, 41% and 39% respectively). Similarly, a high percentage of each age group felt tenants should organize only for particular problems (in the neighbourhood of 50% of respondents). However, the proportion who said tenants should not organize at all increased with age; 49% of those 20 to 29, 11% of those 40-49 and 14% of those 65 and over. There appears to be a subgroup of those 65 and over who are adamantly opposed to organizing while as a whole this age group appears to be in favour of it.

Age and the Use of Agencies and Institutions

When asked where they would go for help if they had a problem with their landlord, the youngest group and the seniors exhibited a very similar answering pattern. Around 30% of the respondents in both cases would go to the R.T.C. This was consistent with the finding for all renters on this question (see table A-7). The second choice of both of these groups was private lawyers (13% and 18% respectively).

The response of those 40-49 was a stark contrast. Only 11% of those in this age group said they would go to the R.T.C. The most common answer was "a legal clinic" (19% of time) and a tenants' association (14% of time). This writer has no explanation for the above noted differences.

A large proportion of respondents from all three age groups had no idea where to go for help.

Table A-7

WHERE WOULD YOU GO FOR ADVICE OR HELP IF YOU HAD A PROBLEM WITH YOUR LANDLORD?

	Tenants Assoc.	Legal Clinic	Res. Nenancy Com.	Friends/ Relative	Lawyer	Landlord /Agent	Const. Office	City Hall	Other	Don't Know	
Less Than 20	7.1%	0%	35.7%	21.4%	7.1%	14.3%	0%	0%	0%	14.3%	n=14
20-29	3.7%	1.8%	33.9%	6.4%	12.8%	5.5%	4.6%	7.3%	4.6%	19.3%	n=109
30-39	6.8%	2.3%	31.8%	4.5%	15.9%	2.3%	2.3%	9.1%	4.5%	20.5%	n=44
40-49	14.8%	18.5%	11.1%	3.7%	3.7%	3.7%	3.7%	7.4%	7.4%	25.9%	n=27
50-59	3.8%	7.7%	26.9%	3.8%	23.1%	7.7%	7.7%	0%	7.7%	11.5%	n=26
60-64	6.7%	0%	46.7%	0%	0%	6.7%	6.7%	6.7%	13.3%	13.3%	n=15
65 or Over	6.1%	0%	24.2%	6.1%	18.2%	6.1%	4.5%	1.5%	4.5%	28.8%	n=66
All Renters	6.0%	3.3%	29.6%	6.0%	13.6%	5.6%	4.3%	5.3%	5.3%	20.9%	N=301

HAVE YOU BEEN EXPOSED TO ANY LEGAL EDUCATION PROGRAMS CONCERNING THE LANDLORD AND TENANT ACT OR THE RESIDENTIAL TENANCIES ACT?

<u>Table A-8</u>	Yes	No	
All Renters	16%	84%	N=301
Less than 20	7%	93%	n=14
20-29	15%	85%	n=109
30-39	18%	82%	n=44
40-49	19%	81%	n=27
50-59	23%	77%	n=26
60-64	13%	87%	n=15
65 or over	14%	86%	n=66

Age and Legal Education

All three age groups are, on the whole, unexposed to legal education programs concerning the two acts relevant to tenants. The 40-49 age group were slightly more likely to have received some education on these matters than the other two groups (see Table A-8).

Subsidized Housing

As a sub-group of all tenants in the city, those who inhabit subsidized housing are set apart immediately in that their rent increases are not subject to Rent Review. As a result these tenants are not exposed to the process that has been the primary natural vehicle for organizing renters (albeit short-term) in a common cause. For this and other reasons this group will be among the most difficult to organize.

The tenants in assisted housing units have shown themselves to differ markedly from other renters on a number of different dimensions which appear to be related. This study reveals a degree of apathy among these tenants which is not evident in the general renting population.

Subsidized Housing x Last Rent Increase

The residents of assisted housing face rent increases in excess of 6% as often as the rental population on a whole does (according to their responses). However, the big difference is that the renters in subsidized housing did not know what their rent increase was twice as often (32% versus 14%) as was the case of other renters (see table SH-1).

Subsidized Housing x Tenants' Association

When asked if there was a tenants' association in their building(s) the residents of assisted housing answered "yes" as often as "all renters". However, they were much more likely to not know one way or the other, than renters in non-subsidized housing (26% versus 16%). There is a consistent

DO YOU KNOW WHAT YOUR LAST RENT INCREASE WAS?

<u>Table SH-1</u>	Greater Than 6%	Less than or Equal to 6%	Don't Know
All Renters	34%	50%	16%
Subsidized Housing	36%	32%	32%
Non-Subsidized Housing	34%	52%	14%

N=301

IS THERE A PERMANENT TENANTS ASSOCIATION IN YOUR BUILDING?

<u>Table SH-2</u>	Yes	No	Don't Know
All Renters	18%	65%	17%
Subsidized Housing	16%	58%	26%
Non-Subsidized Housing	19%	65%	16%

N=301

HAVE YOU EVER CHALLENGED A RENT INCREASE BEFORE THE RENT REVIEW COMMISSION?

<u>Table SH-3</u>	Yes	No
All Renters	34%	66 %
Subsidized Housing	16%	84%
Non-Subsidized Housing	36%	64%

N=301

pattern exhibited by this group which indicates a lack of interest in tenant issues.

Of those tenants in assisted housing who said there was a tenants' association in their building not one said he or she was a member of the association. However, in buildings where there was no tenants' association the tenants in assisted units said they would join 30% of the time, if an association was available. Again people are more likely to say they will join than to actually join these associations.

Subsidized Housing x Degree of Organization

Tenants in assisted housing are less likely to say that tenants should organize on a permanent basis, and more likely to say they should not organize at all, than are tenants in unassisted units. The increased number who are against organizing altogether may be due to the large number of elderly tenants in subsidized housing. You will remember that there was a group of seniors who were adamantly opposed to the organization of tenants.

Subsidized Housing x Where would you go for help?

The residents of assisted housing are no different from tenants as a whole where their first choice is concerned. Both groups would seek help at the R.T.C. 30% of the time. They differ however as to their second choice. Those in the general renting population would choose lawyers 14% of the time while no-one in the subsidized housing would go to a private lawyer (understandable). What is less understandable is why no-one in assisted housing said they would go to a legal clinic for help, particularly when you consider that the mandate of these clinics is to help those who are less well-off with legal matters. Next to the R.T.C. though, the most popular response coming from tenants in assisted housing was "a constituency office" (see table SH-4).

It is interesting to note that again a large proportion of tenants in

<u>Table SH-4</u>										
	Tenants Assoc.	Legal Clinic	Res. Tenancy Comm.	Friends/Relative	Lawyer	Landlord/Agent	Const. Office	City Hall	Other	Don't Know
All Renters	6%	3%	30%	6%	14%	6%	4%	5%	5%	21%
Subsidized Housing	3%	0%	29%	3%	0%	7%	10%	3%	7%	39%
Non-Subs. Housing	6%	4%	30%	6%	15%	6%	4%	6%	5%	19%

<u>Table SH-5</u>		
	Yes	No
All Renters	16%	84%
Subsidized Housing	13%	87%
Non-Subs. Housing	16%	84%

N=301
n=31
n=270

	On a perm. basis	As need arises	Not at all	
All Renters	39%	53%	8%	N=301
Subsidized Housing	35%	52%	13%	n=31
Non-Subs. Housing	39%	54%	7%	n=270

subsidized housing did not know where to turn for help (39%). Twice as many did not know where to seek help as was the case among renters of non-subsidized housing (19%).

Subsidized Housing x Legal Education

Although we might expect that the tenants in subsidized housing might be the preferred targets of legal education programs, this turns out not to be the case. Neither the tenants of subsidized housing nor other tenants have been exposed to legal education (on tenant matters) on a large scale. Those tenants in assisted housing are slightly less likely to have been exposed to legal education (see table SH-5).

Education

The purpose here is to determine whether formal education effects tenants willingness to organize and knowledge of tenant issues.

Education x Degree of Organizing

Looking at table E-1, the column labelled 'Not at all' displays a distinctive pattern. Those with only a primary level education say that tenants should not organize at all. However, as the level of formal education increases the number who feel tenants should not organize at all declines steadily. At the other end of the scale those respondents with a university degree say tenants should not organize at all only 3% of the time. Apparently, increased formal education leads to increased acceptance of tenant organizing in principle.

Education x Subsidized Housing

As might be expected the two lowest educational categories are most highly represented among tenants in subsidized housing. However, when considered in conjunction with the last question the large proportion of people in subsidized housing with low levels of education are more reluctant to organize.

DO YOU FEEL TENANTS SHOULD ORGANIZE:

<u>Table E-1</u>	On a Perm. Basis	As Need Arises	Not At All	
Primary	25.6%	56.4%	17.9%	n=39
Part Secondary	38.8%	53.7%	7.5%	n=67
Completed Secondary	40.4%	51.1%	8.5%	n=94
Post-Secondary	43.5%	51.6%	4.8%	n=62
University Completed	38.5%	59.0%	2.6%	n=39
All Renters	38.5%	53.5%	8.0%	N=301

DO YOU LIVE IN SUBSIDIZED HOUSING?

<u>Table E-2</u>	Yes	No	
Primary	23.1%	76.9%	n=39
Part Secondary	16.4%	83.6%	n=67
Completed Secondary	4.3%	95.7%	n=94
Post Secondary	8.1%	91.9%	n=62
University Completed	5.1%	94.9%	n=39
All Renters	10.3%	89.7%	N=301

Occupation

Occupation x Subsidized Housing

Three "occupations" are disproportionately represented among tenants in subsidized housing. The unskilled or domestic, the unemployed ("other" category) and those who are retired (see table 0-1).

Occupation x Involvement with a Tenants' Association

Retired people represent the only group to be more likely part of a tenants' association than not when there is an association in the building. The elderly seem to actively take part if there is an association to join. Among other groups the professional/management group and the unskilled/domestic group are next most likely to take part in an association when one is available.

The Effect of High Rent Increases on Motivation to Organize

Amount of Rent Increase x Degree of Organization

Those tenants who had undergone rent increases in excess of 6% were much more likely to say tenants should organize on a permanent basis (see table R-1). They were the only group examined in the whole study which said tenants should organize on a permanent basis, more often than they said tenants should organize only as needed. Paradoxically, they also said tenants should not organize at all more often than those who received creases which were less than six percent (see table R-1).

Amount of Rent Increase x An Association in your Building

Again those who had rent increases greater than 6% were more likely to organize into associations. The Renters' Network can thrive on adversity; the higher the increase in rents demanded by landlords, the greater the interest in organizing among tenants (see table R-2).

DO YOU LIVE IN SUBSIDIZED HOUSING?

<u>Table 0-1</u>	Yes	No	
Unskilled or Domestic	15%	85%	n=60
Semi-skilled or Labour	3%	97%	n=66
Skilled non-manual	9%	91%	n=55
Professional or Management	0%	100%	n=27
Retired	17%	83%	n=41
Other	16%	84%	n=52
All Renters	10%	90%	N=301

IF THERE IS A PERMANENT TENANT* ASSOCIATION IN YOUR BUILDING, ARE YOU INVOLVED WITH IT?

<u>Table 0-2</u>	Yes	No	
Unskilled or Domestic	50%	50%	n=14
Semi-skilled or Labour	36%	64%	n=14
Skilled non-manual	30%	70%	n=10
Professional or Management	50%	50%	n=4
Retired	60%	40%	n=5
Other	38%	62%	n=8
All Renters	42%	58%	N=55

DO YOU FEEL TENANTS SHOULD ORGANIZE:

<u>Table R-1</u>	On a Perm Basis	As need Arises	Not at All	
Over Six Percent	46%	41%	13%	n=102
Six Percent or Less	33%	61%	6%	n=150
Don't Know	41%	55%	4%	n=49
All Renters	39%	53%	8%	N=301

IS THERE A PERMANENT TENANTS' ASSOCIATION IN YOUR BUILDING?

<u>Table R-2</u>	Yes	No	Don't Know	
Over Six Percent	23%	67%	10%	n=102
Six Percent or Less	17%	68%	15%	n=150
Don't Know	14%	49%	37%	n=49
All Renters	18%	65%	17%	N=301

Tenant Organizing Principles

A primary purpose of this study was to determine the direction the Renters' Network should take in an effort to organize the tenants of Hamilton. Clearly, the legitimacy of the Network as a representative of Hamilton's tenants, and its political clout, will depend in a large part on raw numbers. The Network will not therefore be able to ignore any tenant or group of tenants who may come to them. However, in the critical formative period the organization must focus its initiatives on those groups of tenants who show the most promise at being organizable; particularly considering the limited resources.

Toward this end three groups of tenants (which overlap greatly) should be emphasized in the first stage of the outreach program. They are:

- 1) Tenants who are senior citizens;
- 2) Those tenants who dwell in large apartment buildings;
- 3) The tenants in the downtown area, particularly the west-downtown area.

The text of this study noted that seniors represented a relatively large proportion of Hamilton's renters as compared to the situation in other Ontario cities. Approximately one tenant in five is a senior citizen. However, if you emphasize apartment buildings (as we recommend) the proportion of seniors rises to one out of every four adult tenants.

Seniors as a group are willing to organize once a tenants' association is present. They have more time available to take part in tenant activities than other groups. Seniors could also be motivated to take part in political discussion concerning the future of Rent Review since many are on fixed incomes.

In order to organize this group we recommend that a concerted effort be made to recruit a few activist minded seniors for the Network and perhaps to serve on the Board of Directors. From there, these individuals could help set up local tenants' associations where seniors predominate, with these associations then joining the Renters' Network. By their presence the seniors on the Network would negate the argument among other elderly tenants that they are "too old" to take part in these activities.

The second and third suggestions, that tenants in the apartment buildings particularly the west-downtown, are more closely related. By concentrating on these groups a large number of tenants can be canvassed with the most efficient use of human and financial resources as the part of the Network. The reasons for this emphasis are as follows:

- 1) a large majority of the city's renters live in this type of accommodation;
- 2) the tenants in larger buildings tend to see more common interests as compared to tenants in houses, particularly where the Rent Review process is concerned;
- 3) the residents in this type of accommodation are concentrated not only in their individual buildings but also the buildings themselves tend to be concentrated in particular areas of the city. The greatest concentration is in the west-downtown area (see the map on page 4).

In the course of completing our interviewing we found it much cheaper in terms of time, gasoline and manpower to survey large numbers of tenants in areas of the city where there was a concentration of large buildings (particularly Ward 2).

Efforts to organize other groups of tenants, such as those in subsidized housing, should be part of a second phase of outreach programs,

once the Network is more established. Although the residents of subsidized housing need to be organized, they are more reluctant to do so. However, if any group of tenants show initiative in attempts to organize themselves the Network should offer encouragement and aid. The general good is to organize as many tenants as possible as quickly as possible, in order for Network to be accepted as the legitimate representative of the city's tenants.

QUESTIONNAIRE

- A) Would you consider your building to be:
- 1) An apartment building with six units or more
 - 2) An apartment building with less than six units
 - 3) A single attached (townhouse)
 - 4) A single detached (house)
- B) In which of the following age categories do you belong:
- 1) Less than 20
 - 2) 20-29
 - 3) 30-39
 - 4) 40-49
 - 5) 50-59
 - 6) 60-64
 - 7) 65 or over
- C) What level of education do you have?
- 1) Primary
 - 2) Part Secondary
 - 3) Completed Secondary
 - 4) Post Secondary
 - 5) University Completed
- D) What is your occupation?
- 1) Unskilled or domestic
 - 2) Semi-skilled or labour
 - 3) Skilled non-manual or skilled labour
 - 4) Professional or Management
 - 5) Retired
 - 6) Other (student, unemployed).
- E) Do you live in subsidized housing?
- 1) Yes
 - 2) No
- F) How long have you been renting, whether here or elsewhere?
- 1) 1 year or less
 - 2) Over one year, less than 5 years
 - 3) 5-10 years
 - 4) Over 10 years
- G) Was your last rent increase:
- 1) Over 6%
 - 2) 6% or less
 - 3) Don't Know

- H) Have you, or some of the other tenants, challenged a rent increase before the Rent Review Commission?
- 1) No
 - 2) Yes, by self
 - 3) Others did
Yes, with
 - 4) McQuesten Legal Clinic
 - 5) Dundurn Legal Clinic
 - 6) Tenants' Association
 - 7) _____
- I) Is there a permanent tenants' association in your building?
- 1) Yes - go to J
 - 2) No - go to L
 - 3) Don't know - go to N
- J) Are you involved with this association, for example as a member?
- 1) Yes
 - 2) No - go to K
- K) Why not?
- Briefly: _____
- L) If there were, would you be willing to join?
- 1) Yes
 - 2) No - go to M
- M) Why not?
- Briefly: _____
- N) Do you feel that tenants should:
- 1) Organize on a permanent basis
 - 2) Organize only as the need arises, for example for a particular problem or a rent increase.
 - 3) That they should not organize at all.
- O) Where would you go for advice or help if you had a problem with your landlord.
- 1) Tenants' Association
 - 2) Legal Clinic
 - 3) Residential Tenancies Commission/Landlord Advisory Bureau
 - 4) Friends or Relatives
 - 5) Lawyer
 - 6) Other - Specify: _____
 - 7) Don't Know

P) Have you been exposed to any legal education programs concerning The Landlord and Tenant Act or The Residential Tenancies Act?

- 1) Yes - go to Q
- 2) No - go to R

Q) Which ones?

R) I will read ten statements. Please indicate whether you believe them to be true or false.

- 1) You can not be evicted during winter time.
- 2) The Landlord must give you 90 days written notice if he is going to raise your rent.
- 3) You can be evicted for being part of a tenants' association.
- 4) Your lease has ended. You must vacate your apartment.
- 5) If your lease states that the landlord can enter your apartment at anytime, he can.
- 6) You have to pay more rent if a friend moves in with you on a permanent basis.
- 7) If you don't pay your rent the landlord can change your locks.
- 8) The landlord may seize your furniture if you don't pay your rent.
- 9) You must give 60 days notice that you are not renewing the lease.
- 10) The landlord may cut off your heat if you have failed to pay the rent two months in a row.

S) How many people live in your apartment?

- 1) One
- 2) Two
- 3) Three
- 4) Four
- 5) Five or more

T) Ward; from printout.

Footnotes & Bibliography

Primarily, in this paper we reported in a descriptive fashion our own findings on the subjects covered. Other sources were cited only where their findings either confirmed or served to clearly contradict our own. Where there were contradictions, of course, explanations were provided.

Footnotes

1. Ministry of Municipal Affairs and Housing, Socioeconomic Characteristics of Renters: October 1980 Rental Market Survey Results, Policy and Program Development Secretariat, February 1982, pg. 28.
2. Idem
3. Idem
4. Ibid, pg. 31
5. Bill Jensen, Interview: Data from the resources at the Planning Department of the Regional Government of Hamilton-Wentworth, August 1983.
6. Ontario Government, Rent Review Program: The Annual Report of the Ministry of Consumer and Commercial Relations for the year ending March 1982, pg. 25.

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